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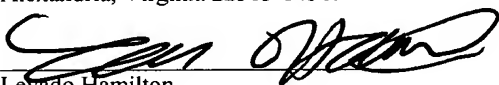
PATENT APPLICATION  
10/649,043

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



Application of: William Walker Franklin et al.  
Serial No.: 10/649,043  
Group Art Unit: 2642  
Examiner: William J. Deane Jr.  
Title: *System and Method for Customized Intelligent Contact Routing*

**Mail Stop: Amendments**  
Commissioner For Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

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| <p align="center">CERTIFICATE OF MAILING<br/>BY EXPRESS MAIL<br/>Exp. Mail Receipt No. EV 733643996 US</p> <p>I hereby certify that this communication is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" under 37 C.F.R. § 1.10 on the date indicated below and is addressed to Commissioner For Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.</p> <p align="center"><br/>Levado Hamilton</p> <p>Date: March 3, 2006</p> |
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Dear Sir:

**Time Extension Request Under 37 C.F.R. § 1.136**

Applicants hereby take an Extension of Time for filing a Response Pursuant to 37 C.F.R. § 1.111 January 5, 2006 with a two (2) month extension from January 5, 2006 to March 5, 2006. The two-month extension fee of \$450.00 is attached hereto. The Commissioner is hereby authorized to charge any other fees to Deposit Account No. 02-0384 of Baker Botts L.L.P.

Respectfully submitted,  
BAKER BOTTS L.L.P.  
Attorneys for Applicants

  
Travis W. Thomas  
Registration No 48,667

03/07/2006 AKELECH1 00000083 10649043

01 FC:1252  
02 FC:1202

450.00 OP  
~~350.00 OP~~

Date: March 3, 2006

Correspondence Address:

**Customer Number: 05073**